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QUESTION 1

While working on Email Channel Configurations in Avaya Oceana® where can you enable the Agent Initiated Email feature for Agents?

- A. Email > Recipient Address > Edit Mail box > check the Agent Initiated Email check box
- B. Email > Rule Groups > Edit Default Rule > check the Agent Initiated Email check box
- C. Email > System Rules > Edit Default Rule > check the Agent Initiated Email check box
- D. Email > Sender Groups > Edit Mail box> check the Agent Initiated Email check box

Correct Answer: D

QUESTION 2

Once the incoming email is downloaded by the email snap-in, which component does Omnichannel Controller then contact to model the email work item?

- A. Omnichannel Controller contacts WA to create a work item inside Avaya Oceana® and WA models the email interaction work item.
- B. Omnichannel Controller contacts UCM to create a work item inside Avaya Oceana® and UCM models the email interaction work item.
- C. Omnichannel Controller contacts ED to create a work item inside Avaya Oceana® and ED models the email interaction work item.
- D. Omnichannel Controller contacts UCA to create a work item inside Avaya Oceana® and UCA models the email interaction work item.

Correct Answer: A

QUESTION 3

Through which Avaya Oceana® component does Unified Agent Controller (UAC) consume agent configuration information?

- A. Context Store (CS)
- B. Call Server Connector (CSC)
- C. Unified Collaboration Administration (UCA)
- D. Unified Collaboration Model (UCM)

Correct Answer: C

QUESTION 4

During a chat interaction with a customer, which two actions can be performed by an agent? (Choose two.)

- A. Conference a supervisor
- B. Email
- C. Transfer to a supervisor
- D. Transfer a file
- E. Initiate a co-browse session

Correct Answer: BD

QUESTION 5

Avaya Oceana® is the next generation of customer engagement platform that is designed using which platform?

- A. Avaya Breeze™
- B. Avaya Control Manager
- C. Avaya Aura® Session Manager
- D. Avaya SDK

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101053617> (5)

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